

OREGON-IDAHO UTILITIES INC.

1023 N. Horton Street  
P.O. Box 1880  
Nampa, Idaho 83653  
208-461-7802  
208-461-7896 FAX

June 27, 2014

VIA ECFS  
Ms. Marlene H. Dortch  
Secretary  
Federal Communications Commission  
9300 East Hampton Dr.  
Capitol Heights, MD. 20743

RE: CONFIDENTIAL INFORMATION - SUBJECT TO PROTECTIVE ORDER IN WC DOCKET NOS.  
10-90, 07-135, 05-337, 03-109, CC DOCKET NOS. 01-92, 96-45, GN DOCKET NO. 09-51, WT DOCKET  
NO. 10-208, BEFORE THE FEDERAL COMMUNICATIONS COMMISSION.

Oregon-Idaho Utilities, Inc. is a privately held rate-of-return rural wireline carrier receiving high-cost support in the States of Oregon and Idaho under Study Area Code 532390. Oregon-Idaho Utilities, Inc. has electronically submitted our Form 481 filing for our Study Area Code 532390. This information is being filed in compliance with 47 CFR § 54.313(f)(2) and should be filed in WC Docket No. 10-90.

As specified in the Protective Order issued on November 16, 2012 by the Commission, a copy of the redacted confidential information is being filed with the electronically filed version of the report. Two copies of the non-redacted confidential information are being filed simultaneously by overnight delivery. Each page where confidential information has been omitted in this filing has been marked CONFIDENTIAL and "REDACTED – FOR PUBLIC INSPECTION".

If you have questions or need further information, please call me at (208) 461-7802 or you may contact me by e-mail at [doug.musgrave@oiutecom.net](mailto:doug.musgrave@oiutecom.net).

Sincerely,



Douglas N. Musgrave  
Manager  
Oregon-Idaho Utilities, Inc.

Enclosure

CC: Mr. Charles Tyler, Telecommunications Access Policy Division, Wireline Competition Bureau, Federal Communications Commission, 445 12<sup>th</sup> Street, SW, Room 5-A452, Washington, DC. 20554

**FCC Form 481 - Carrier Annual Reporting**  
**Data Collection Form**

 FCC Form 481  
 OMB Control No. 3060-0986/OMB Control No. 3060-0819  
 July 2013

<010> Study Area Code	532390
<015> Study Area Name	OREGON-IDAHO UTIL.
<020> Program Year	2015
<030> Contact Name: Person USAC should contact with questions about this data	Doug Musgrave
<035> Contact Telephone Number: Number of the person identified in data line <030>	2084617802 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	doug.musgrave@oiutelecom.net

**ANNUAL REPORTING FOR ALL CARRIERS**

54.313 Completion Required	54.422 Completion Required
----------------------------------	----------------------------------

(check box when complete)

<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<210> <input checked="" type="checkbox"/> -- check box if no outages to report		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<300> Unfulfilled Service Requests (voice)	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<310> Detail on Attempts (voice)	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)	0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband)	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<410> Fixed	0.0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<420> Mobile	0.0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<440> Fixed	0.0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<450> Mobile	0.0	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<510> 532390ORID510.pdf	(attached descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<610> 532390ORID610.pdf	(attached descriptive document)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/>	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1010>	(attach descriptive document)	<input type="checkbox"/>	<input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input type="checkbox"/>

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input type="checkbox"/>

(100) Service Quality Improvement Reporting  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	532390
<015>	Study Area Name	OREGON-IDAHO UTID.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Doug Musgrave
<035>	Contact Telephone Number - Number of person identified in data line <030>	2084617802 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	doug.musgrave@ointelecom.net
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

532390or112.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

✓
✓
✓
✓
✓





<010>	Study Area Code	532390
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<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Doug Musgrave
<035>	Contact Telephone Number - Number of person identified in data line <030>	2084617802 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	doug.musgrave@ciutelecom.net

[illegible]

(710) Broadband Price Offerings  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	532390
<015>	Study Area Name	OREGON-IDAHO UTIL.
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<030>	Contact Name - Person USAC should contact regarding this data	Doug Musgrave
<035>	Contact Telephone Number - Number of person identified in data line <030>	2084617802 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	doug.musgrave@otutelecom.net

[illegible]

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	532390
<015>	Study Area Name	OREGON-IDAHO UTIL.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Doug Musgrave
<035>	Contact Telephone Number - Number of person identified in data line <030>	2084617802 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	doug.musgrave@olutelecom.net
<810>	Reporting Carrier	Oregon-Idaho Utilities, Inc.
<811>	Holding Company	Robinson Communications Corp.
<812>	Operating Company	NA

[illegible]

(900) Tribal Lands Reporting  
Data Collection FormFCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	532390
<015>	Study Area Name	OREGON-IDAHO UTIL.
<020>	Program Year	2013
<030>	Contact Name - Person USAC should contact regarding this data	Doug Musgrave
<035>	Contact Telephone Number - Number of person identified in data line <030>	2084617802 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	doug.musgrave@oiutelecom.net

&lt;910&gt; Tribal Land(s) on which ETC Serves

&lt;920&gt; Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)



**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	doug.musgrave@oiutelecom.net

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

(1200) Terms and Condition for Lifeline Customers  
Lifeline  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

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<030>	Contact Name - Person USAC should contact regarding this data	Doug Musgrave
<035>	Contact Telephone Number - Number of person identified in data line <030>	2084617802 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	doug.musgrave@oicutelecom.net

532390or1210.pdf

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- |        |   |                                     |
|--------|---|-------------------------------------|
| <1221> | Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> | Details on the number of minutes provided as part of the plan,  | <input checked="" type="checkbox"/> |
| <1223> | Additional charges for toll calls, and rates for each such plan.  | <input checked="" type="checkbox"/> |

## (2000) Price Cap Carrier Additional Documentation

## Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<030>	Contact Name - Person USAC should contact regarding this data	Doug Musgrave
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<039>	Contact Email Address - Email Address of person identified in data line <030>	doug.musgrave@outelecom.net

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

## Incremental Connect America Phase I reporting

<2010> 2nd Year Certification {47 CFR § 54.313(b)(1)} ☐

<2011> 3rd Year Certification {47 CFR § 54.313(b)(2)} ☐

## Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

<2012> 2013 Frozen Support Certification ☐

<2013> 2014 Frozen Support Certification ☐

<2014> 2015 Frozen Support Certification ☐

<2015> 2016 and future Frozen Support Certification ☐

## Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification Support Used to Build Broadband ☐

## Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017> 3rd year Broadband Service Certification ☐

<2018> 5th year Broadband Service Certification ☐

<2019> Interim Progress Certification ☐

<2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☐

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

(3000) Rate Of Return Carrier Additional Documentation  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010> Study Area Code 532390  
<015> Study Area Name OREGON-IDAHO UTIL.  
<020> Program Year 2015  
<030> Contact Name - Person USAC should contact regarding this data Doug Messgrave  
<035> Contact Telephone Number - Number of person identified in data line <030> 2084617802 ext.  
<039> Contact Email Address - Email Address of person identified in data line <030> doug.messgrave@oia-telecom.net

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Progress Report on 5 Year Plan  
Milestone Certification [47 CFR § 54.313(f)(1)(i)]

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. ☐

(3012) Community Anchor Institutions [47 CFR § 54.313(f)(1)(i)]:

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier [47 CFR § 54.313(f)(2)]  
(3014) If yes, does your company file the RUS annual report

(Yes/No) ☒ Yes ☒ No  
(Yes/No) ☒ Yes ☒ No

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) ☒

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☒

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, is your company audited?

(Yes/No) ☒ Yes ☒ No

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications ☐

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit. ☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, ☐

(3023) Underlying information subjected to a review by an independent certified public accountant ☐

(3024) Underlying information subjected to an officer certification. ☐

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows ☐

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information



Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	532390
<015> Study Area Name	OREGON-IDAHO UTIL.
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Doug Musgrave
<035> Contact Telephone Number - Number of person identified in data line <030>	2084617802 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	doug.musgrave@ciutelecom.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: OREGON-IDAHO UTIL.	
Signature of Authorized Officer: CERTIFIED ONLINE	Date: 06/26/2014
Printed name of Authorized Officer: Doug Musgrave	
Title or position of Authorized Officer: Manager	
Telephone number of Authorized Officer: 2084617802 ext.	
Study Area Code of Reporting Carrier: 532390	Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	532390
<015> Study Area Name	OREGON-IDAHO UTIL.
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<030> Contact Name - Person USAC should contact regarding this data	Doug Musgrave
<035> Contact Telephone Number - Number of person identified in data line <030>	2084617802 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	doug.musgrave@oiautotelecom.net

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent or Employee of Agent:	
Signature of Authorized Agent or Employee of Agent:	Date:
Printed name of Authorized Agent or Employee of Agent:	
Title or position of Authorized Agent or Employee of Agent:	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments

(700) Price Offerings including Voice Rate Data  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	532390
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<015>	Study Area Name	OREGON-IDAHO UTIL
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<020>	Program Year	2015
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<030>	Contact Name - Person USAC should contact regarding this data	Doug Musgrave
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<035>	Contact Telephone Number - Number of person identified in data line <030>	2084617802 ext.
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<039>	Contact Email Address - Email Address of person identified in data line <030>	doug.musgrave@iutelecom.net
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1/17/2014

100

<703>

[illegible]



(710) Broadband Price Offerings  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	532390
<015>	Study Area Name	ORFCON-1DARO UTIL.
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Doug Musgrave
<035>	Contact Telephone Number - Number of person identified in data line <030>	2084617802 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	doug.musgrave@oitelec.com.net

[illegible]

### Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<810>	Reporting Carrier	Oregon-Idaho Utilities, Inc.
<811>	Holding Company	Robinson Communications Corp.
<812>	Operating Company	NA

[illegible]

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CONFIDENTIAL

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REDACTED - FOR PUBLIC INSPECTION

CONFIDENTIAL

REDACTED - FOR PUBLIC INSPECTION

CONFIDENTIAL

REDACTED - FOR PUBLIC INSPECTION



CONFIDENTIAL

REDACTED - FOR PUBLIC INSPECTION

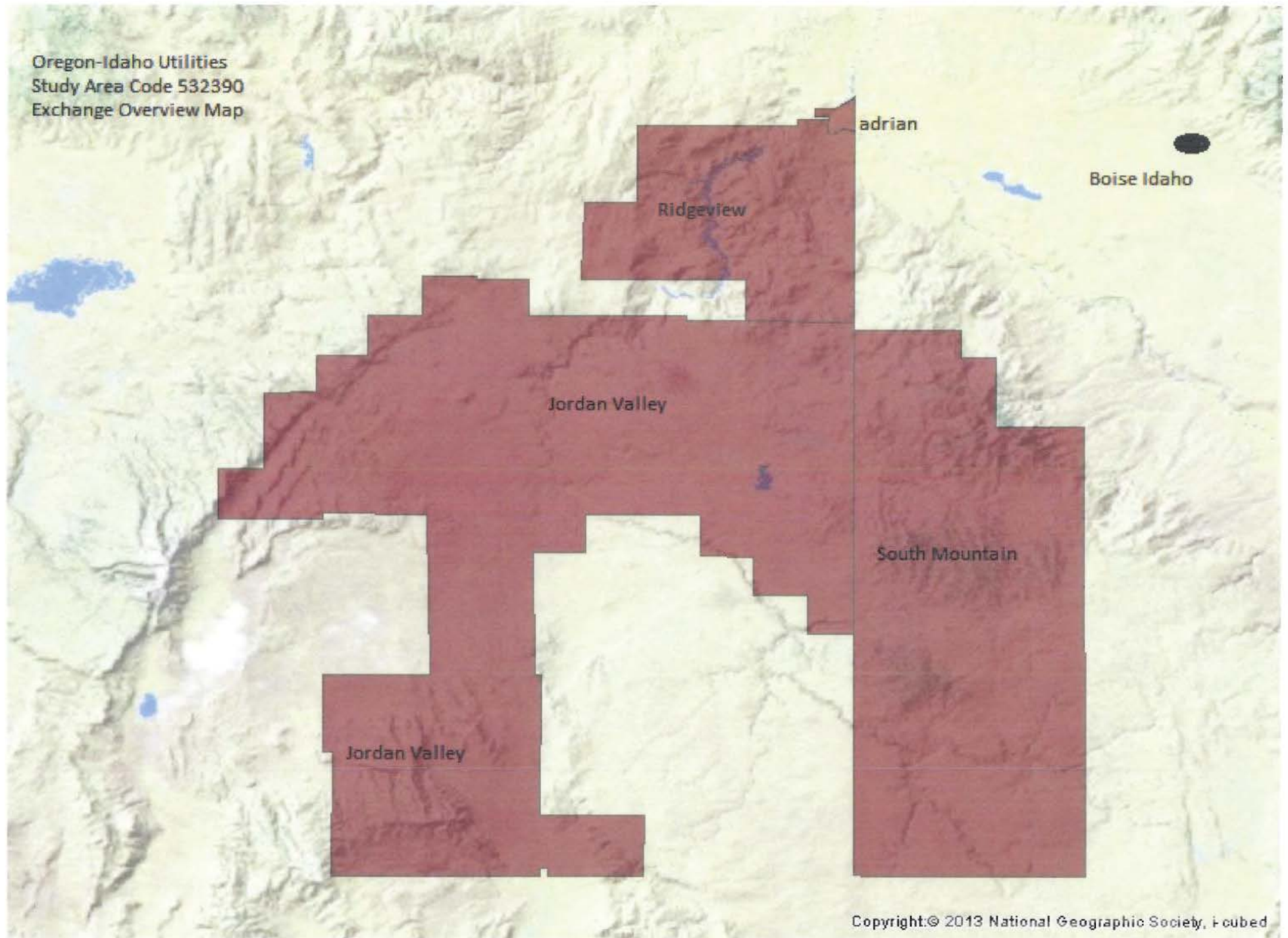
CONFIDENTIAL

REDACTED - FOR PUBLIC INSPECTION

CONFIDENTIAL

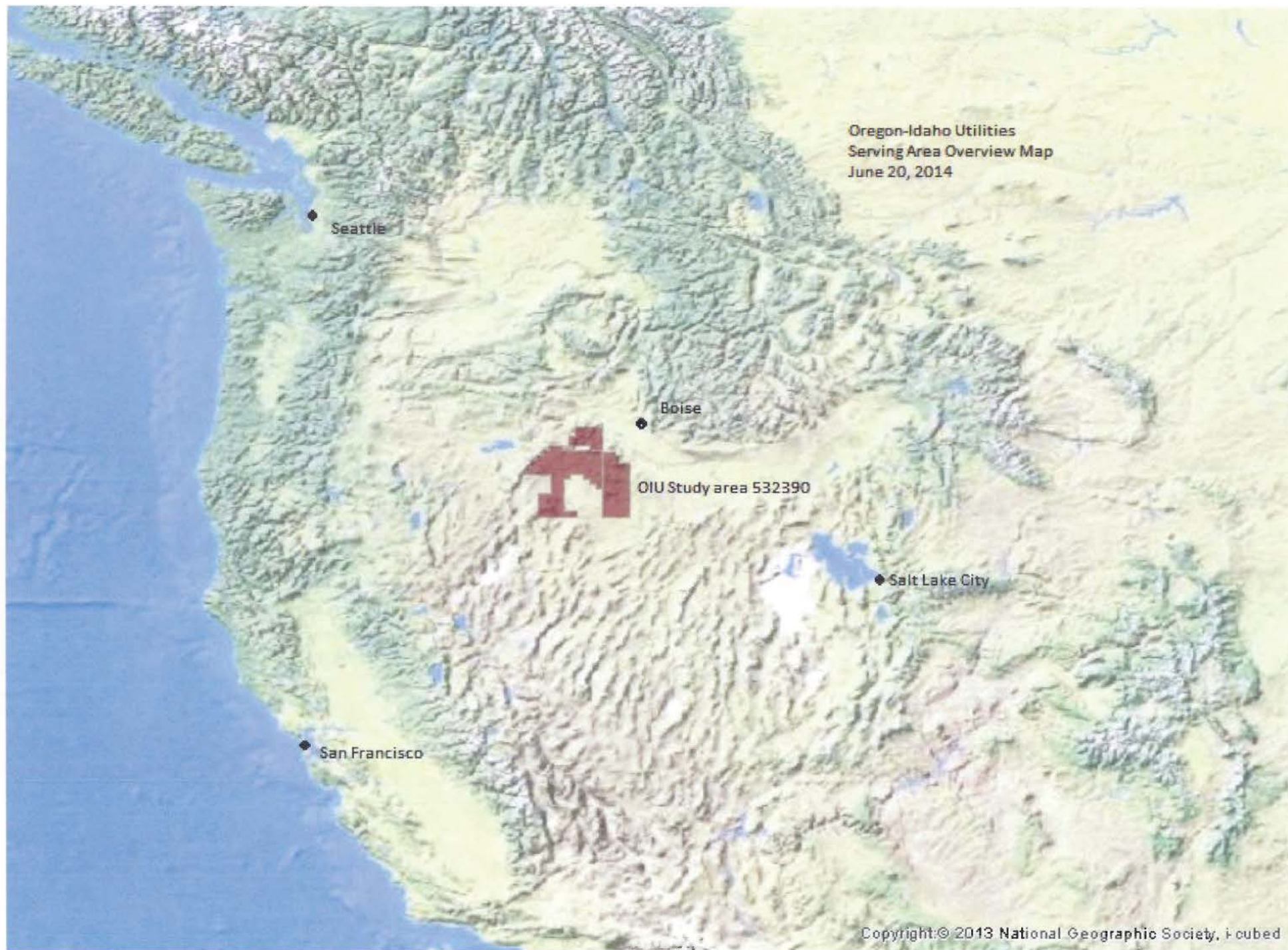
REDACTED - FOR PUBLIC INSPECTION

Oregon-Idaho Utilities  
Study Area Code 532390  
Exchange Overview Map



Copyright:© 2013 National Geographic Society, Inc.







#### Line 510 Service Quality Standards & Consumer Protection Rules Compliance

Oregon-Idaho Utilities, Inc. complies with the service quality standards in the State of Oregon as defined under OAR 860-034-0390 Retail Telecommunications Standards for Small Telecommunications Utilities. Oregon-Idaho Utilities, Inc. complies with the service quality standards in the State of Idaho as defined under IDAPA 31.41.01 The Telephone Customer Relations Rules. Supervisory personnel periodically monitor activities and information about customer service orders and trouble reports in these states to insure service quality standards are being followed. Frequent interaction between supervisors and field and customer service staff helps to insure that each employee understands their role in following these standards.

Oregon-Idaho Utilities, Inc. complies with all applicable requirements on consumer protection rules including OAR 860-034-0390 Retail Telecommunications Standards for Small Telecommunications Utilities in the State of Oregon, IDAPA 31.41.01 The Telephone Customer Relations Rules in the State of Idaho, 47 CFR Part 64 Subpart U, Customer Proprietary Network Information, and the Federal Trade Commission Red Flag Rules. Employee training is held yearly on the requirements of each of the above as well as general training on disclosure of customer information to unauthorized parties. Supervisory personnel periodically monitor the activities of field and customer service personnel for compliance.

## Line 610 Functionality in Emergency Situations Description

Oregon-Idaho Utilities, Inc. dba Humboldt Telephone Company has engineered our communications network to remain functional in emergency situations as required by applicable state and federal regulations. Main Central office sites have emergency power generators that run automatically in the event of a commercial power loss. In addition, these sites have battery backup which will allow them to remain functional in the event of a loss of generator power. Second tier remote switch sites and remote concentrator sites have battery backup to continue operation in the event of a commercial power loss and the company has an inventory of portable generators which can be manually deployed to remain operational during extended commercial power loss events. Our class 5 switch and second tier remote sites have emergency stand alone capabilities to continue operation during an isolation event. All main switch, second tier remote switch, and remote concentrator sites have redundant transport paths allowing them to re-route traffic in the event of an emergency.

All switching, concentrator and transport equipment have redundant critical systems to continue operation during an internal card failure. We maintain a Rural Utilities Service recommended standard set of spare cards and parts in house for all mission critical systems. Routine maintenance is conducted on all mission critical systems. We also have an automated alarm monitor system in place that alerts company personnel of system malfunctions 24 hours a day, 7 days per week, 365 days per year. Our network was engineered to exceed generally accepted traffic handling standards within the industry to assure continued operation during traffic spikes and during busy hour and busy day events.

## Line (1210) – Terms & Conditions of Voice Telephony Lifeline Plans

Oregon-Idaho Utilities does not have any service offerings specific to low income subscribers. Discounts to local service rates are available to qualified low income subscribers through the lifeline assistance program. Oregon-Idaho Utilities offers flat rate local service that includes unlimited calling within the defined local calling area, with access to 911 service, operator services, directory assistance, and Interexchange carriers. Oregon-Idaho Utilities does not offer toll service to our subscribers.

The below media ad was printed on a quarterly basis in The Argus Observer and The Owyhee Avalanche during 2013 informing the public, including those eligible for Lifeline, the availability of Oregon-Idaho Utilities telephone service.

### **OREGON-IDAHO UTILITIES, INC.**



Wishes to inform the public of the availability of its telephone services which are offered in rural portions of Harney County, Malheur County, Oregon and Owyhee County, Idaho.

Oregon-Idaho's local service area includes the Oregon exchanges of Jordan Valley (prefix 541/586), Adrian (541/724) and Ridgeview (541/339) and the South Mountain (208/583) exchange in Idaho. Monthly service rates within these areas vary, depending on service location, and range from:

**\$11.65 to \$20.05 plus \$6.50 federal end user charge for residential service, and**

**\$23.35 to \$34.85 plus \$6.50 federal end user charge for single line business service.**

These rates include unlimited calling within the defined local areas, access to 911 services, access to operator services and directory assistance, and interexchange carrier access.

Low income individuals eligible for the Lifeline and Link-up assistance programs may be eligible for discounts from these basic service rates through the Oregon and Idaho telephone assistance programs and may also receive toll call blocking service without charge.

For information on our services or to place an order for service, contact the Oregon-Idaho Utilities, Inc., business office at:

**(800) 624-0082**

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